My Inbox Quick Reference

Business Rules

o   My Inbox access is conditional upon the Provider Profile selected.

o   Use the cancel button to close out of a window, **DO NOT** click the X in the top-right of any window to close a page.

o   When using the **Filter By** feature, the percentage sign (%) acts as a wildcard. It can be used in conjunction with other search criteria or by itself.

Action	My Inbox Hyperlink	Notes
My Inbox	1. After you have logged into CHAMPS with your Single Sign-On (SSO) user ID and password and selected any desired profile 2. Click the **My Inbox** tab at the top of the page 3. Click the **My Inbox** hyperlink	• **Important:** When choosing a Domain you note the NPI you are selecting, as you will only be able to submit or access information regarding that NPI number • System displays CHAMPS generated messages

Action	Change Profile Hyperlink	Notes
Change Profile	1. After you have logged into CHAMPS with your Single Sign-On (SSO) user ID and password and selected any desired profile 2. Click the **My Inbox** tab at the top of the page 3. Click **Change Profile** hyperlink 4. Select Appropriate Domain from the **Select a Domain** drop down 5. Select Appropriate Profile from the **Select a Profile** drop down 6. Click **GO**	• **Change Profile** can be used to switch quickly between different Domains and Profiles, without having to log completely out of CHAMPS

Action	Archived Documents Hyperlink	Notes
Archived Documents	1. After you have logged into CHAMPS with your Single Sign-On (SSO) user ID and password and selected any desired profile 2. Click the **My Inbox** tab at the top of the page 3. Click **Archived Documents** hyperlink 4. Select the type of document you wish to view from the **Document Type** dropdown 5. Click **GO** 6. You can refine your search by selecting appropriate filters in **Filter1** and **Filter2**, then click **GO** to refresh your results	• The profiles CHAMPS Full Access and CHAMPS Limited Access can view all Archived Documents, including Remittance Advice • The profiles Provider Enrollment Access and View Provider Enrollment can only view PE Correspondence • Copies of your Remittance Advice can be found by selecting the Document Type **Medicaid Payments Paper RA**
Action	HIPAA Hyperlink	Notes

HIPAA	1. After you have logged into CHAMPS with your Single Sign-On (SSO) user ID and password and selected one of the following profiles: CHAMPS Full Access, CHAMPS Limited Access, or Claims Access
	
	2. Click the **My Inbox** tab at the top of the page
	
	3. Click **HIPAA** hyperlink
	
	4. You can upload a HIPAA-complaint file by clicking **Upload** hyperlink
	
	   a. Click **UPLOAD**
	
	   b. Enter the file name or click the **Browse** button to upload the file
	
	   c. Click **GO**
		• Submitters must have selected Electronic Batch within the Mode of Claim Submission in the Provider Enrollment file
		
		• Any valid ASC X12N 4010A1 transaction may be uploaded via the Web interface
		
		• The System supports version 4010A1 of the X12 Implementation Guides and the MDCH companion guides
		• The System will accept files with only one HIPAA transaction type (X12) at a time
		• The size of each file is limited to 50 Mb.
		• The file extension must be .dat
		
		• The system displays all HIPAA Response/Acknowledgments

5. You can retrieve an acknowledgement or response to a HIPAA-uploaded file by clicking the **Acknowledgement/Response** hyperlink
 	
    a.   Click **File Name** hyperlink to download the response file
 	
    b.   Click the **Response File Name** hyperlink to download the response summary
	• The System will retain the files online for viewing for 1 year
	• Submitters can view and retrieve only their own responses and/or acknowledgements